Usability Test Plan Results

Usability Test Plan Results are made up of two deliverables:

- Usability Test Observation Log
- Usability Test Report.

Usability Test Observation Log

A Usability Test Observation Log is a description of the business representative's success, errors, comments, and task times that are captured by the experimenter during a usability test. It can be created by software specifically created for logging usability tests, or it can be as simple as comments written on an index card. It may be augmented by a video "highlights" tape that shows the key problems that evaluators had with the user interface.

I.	IPT Name:	
II.	**Deliverable Name:** Usability Test Observation Log	**Date Completed:**
III.	**Contact Information**	
	Name	Channel Unit
IPT Sponsor		
Channel Task Manager		
CIO Task Manager		
Contractor Task Manager		
IV.	**Task Order Number:**	

Description

[1] Observation Type: The observation category. Typical values are Start Task, Finish Task, Positive, Error, Critical, Comment, Observation.

[2] Description: Short description describing the observation and indicating task boundaries

[3] Wall Time: Time of day the observation is made

[4] Tape Time: Relative tape time the observation is made

[5] Usability Test Scripts: List of names of the Usability Test Evaluator Script and Usability Test Facilitator Script deliverables or references to the deliverable documents describing the tasks the user representative and facilitator should follow in going through the usability test

This type of log is particularly useful for those usability tests that collect objective business representative performance data, e.g., errors, task times, and efficiency. For usability tests in which subjective data is more important (as with a low-fidelity prototype user interface test), the log can be recorded on index cards or on a legal pad.

Usability Test Observation Log

[1] Observation Type	[2] Description	[3] Wall Time	[4] Tape Time
Start Task	Task1	10:30:21	00:00:00
Positive	double clicked on ship mgr, didn't work so tried obj det	10:31:08	00:00:47
Error	obj det for task1	10:31:59	00:01:38
Finish Task	Task1	10:32:42	00:02:21
	Task Total Time: 00:02:21		
Start Task	Task2	10:33:34	00:03:13
Error	entered ship mgr in locator, ok	10:33:57	00:03:36
Error		10:34:21	00:04:00
Error		10:34:23	00:04:02
Error	double clicked on ship mgr	10:34:25	00:04:04
Error	obj det for ship mgr	10:34:47	00:04:26
Finish Task	Task2	10:35:35	00:05:14
	Task Total Time: 00:02:01		
Start Task	Task3	10:35:44	00:05:23
Error	highlight tom and respon	10:36:04	00:05:43
Finish Task	Task3	10:36:47	00:06:26
	Task Total Time: 00:01:03		

**[5] Usability Test
Scripts**
Inventory Control Application Evaluator Script
Inventory Control Application Facilitator Script

Usability Test Report

This deliverable is part of the Usability Test Results composite deliverable. A Usability Test Report provides an objective record of the usability of a given user interface at one point in time. Its results can determine whether the user interface (UI) has met its usability goals, or if it must be re-designed.

V.	IPT Name:		
VI.	**Deliverable Name:** Usability Test Report	**Date Completed:**	
VII.	**Contact Information**		
	Name	Channel Unit	
IPT Sponsor			
Channel Task Manager			
CIO Task Manager			
Contractor Task Manager			
VIII.	**Task Order Number:**		

Description

[1] Introduction: Summary of the findings from the usability test

[2] Issue Description: Text describing the issue resulting from the usability test

[3] Type of Issue: The category of the issue. Typical values are Architecture and Function.

[4] Recommendation: Discussion of the proposed solution to resolve the issue

[5] Resolution: Final resolution of the issue

[6] Conclusion: Conclusion of the usability report

Usability Test Report

[1] Introduction

User Interface Issues Related to Usability

[2] Issue Description	[3] Type of Issue	[4] Recommendation	[5] Resolution
Non-Windows business representatives did not know to use New and Open on the Product UI. They expected a mainframe model where they would enter the ID and press Enter to bring up a file.	Architecture	Do not default to New on opening. When the business representative launches a window from the desktop, bring him or her into a locator with a New button on the bottom.	To be implemented by Construction team. Apply this standard to all UIs, but reserve the option to defer implementation for any UI that will not be usability tested for the pilot.
In Customer interface, business representatives did not know that the tabs related to a specific node, rather than to the entire customer.	Architecture	Make sure window title specifies the instance. Do not use the phrase "Object Edit" (which confuses users). Instead, use "Product 12345 - Details". The name of the screen should relate to the button / menu used to launch the window.	To be implemented by Construction. This standard will be applied to all UIs.
Business representatives expected the detail screen for a location to be related to the "Edit Ship-to Function". They expected to be able to stay in that window and maintain information for other ship-to's. This was true for both Windows and non-Windows business representatives.	Function	Make Edit Object tabs their own primary windows (modeless) with New and Open menu / toolbar options. These would still be launchable from structure editor. Test this again.	Construction team is estimating the level of effort involved. Depending on the estimate, we will either implement or defer. We can conduct the next usability test without this change.
Business representative wanted to be able to specify a sequence number. This would indicate to the customer service representative	Function	Allow business representative to enter the sequence number. Do not provide a default number. Allow duplicate numbers.	A sequence number should be used to indicate the order in which products will be substituted. No substitutes for a

[2] Issue Description	[3] Type of Issue	[4] Recommendation	[5] Resolution
(CSR) how viable the substitute was if the originally requested item wasn't available. Business representative did not think that this was how current field worked because the "0" was assigned.		Provide a "re-sequence and redisplay" function.	specific product should have the same sequence numbers. The implementation is to continue to use a table with blank rows at bottom to add substitutes (i.e., do not allow business representatives to insert certain parts of the table).

[6] Conclusion